



State of California
Department of Corrections and Rehabilitation
Human Resources
Office of Workforce Planning

Duty Statement

Rev. 12/2/21

Incumbent:	Location: Downtown, Sacramento
Section/Unit: Transactions	Classification: Staff Services Manager III
Position Number (s): 065-575-4802-002	Supervised By: Chief

Under the direction of the Assistant Deputy Director, Human Resources (HR), in a customer service focused team environment, the Staff Services Manager III (SSM III) directs the work of the department's Transactions program and oversees the employee services provided to all adult headquarters staff and Division of Adult Parole Operations staff, along with providing Transactions oversight and guidance to Institutional Personnel Offices on a statewide basis. This position requires the use of Business Information System (BIS) data for many daily activities. Under the SSM III, the staff are expected to utilize BIS on an on-going basis as required by their position and duties, which may vary. This position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and contract language pertaining to personnel transactions. The SSM III must work in collaboration with all other SSM III's within HR to ensure uniform procedures in the administration of all employee services and to ensure compliance with personnel laws, rules, policies, and procedures.

ESSENTIAL FUNCTIONS

- 40% Plans organizes, and directs the work of the General and Specialized Transactions Sections functions. Ensures Transactions Section stays within budget allotment. The SSM III is responsible for the direct supervision of 2 Staff Services Manager II and an Office Technician (Typing), however indirectly supervises Staff Services Manager Is, Associate Governmental Program Analysts/Staff Services Analysts, Personnel Supervisor IIs, Personnel Supervisor Is, Senior Personnel Specialists, and Personnel Specialists. The SSM III provides management oversight in the areas of personnel record keeping, certification, payroll, appointment, separation, miscellaneous transactions, personnel documents processing, the statewide Family & Medical Leave Act program, Industrial/Non-industrial Disability, health, dental, vision and retirement benefits, and related personnel transactions functions. Ensures subordinate staff have the necessary tools, training, and resources to meet operational needs and provide timely and high quality customer services. Plans and distributes workload, sets priorities, ensures completed staff work is accomplished, participates in strategic planning and process improvement activities as it relates to the Department's HR program.
- 20% Collaborates and participates with other managers in HR and the Department as necessary in establishing procedures and may serve as a subject matter expert or stakeholder for outside entities such as, but not limited to, the Department's BIS

Project and the State Controller's Office payroll modernization project. The SSM III is responsible for ensuring collaboration and participation by SME's in the development of procedures and training materials and presentations for HR staff.

- 10% Provides guidance and expert consultation to top level managers/administrators and executive staff regarding the most sensitive and complex issues, such as Public Records Act requests, position reconciliation activities and drills, Labor bargaining data requests, budget statistics, placement activities, and other sensitive and confidential activities that require the collection and presentation of data and statistics.
- 10% Individually or as a project manager/task force leader will participate and lead in HR strategic process improvement activities, such as ensuring a well trained workforce strategies goals, resource and information delivery strategy goals, customer service strategy goals and communication goals.
- 10% Represents the Department at meetings, conferences, and public hearings, establishes and maintains positive working relationships with department executive staff, program managers, HR managers and control agencies.
- 5% Recruits and selects staff, fosters staff development and positive morale, approves and denies leave requests, evaluates staff performance, provides on-going coaching to subordinate managers and staff, instilling the Department's core values, sharing mission, vision, and goal as a regular part of staff training and dialogue.
- 5% Conducts and attends HR staff meetings as required, responds to inquiries, participates as a member of the HR management team, and acts in the absence of the Assistant Deputy Director, HR.

Employee Signature: _____

Date:_____

Supervisor Signature: _____

Date:_____